Important Telephone Numbers

The table below lists frequently used services and their telephone numbers. You may obtain recipient information and ask questions by utilizing these services.

Service	Information available	Telephone number	Hours
Automated Voice Response (AVR) System (Recorded information)	Checkwrite Information Claim Status Prior Authorization Status Recipient Eligibility*	(800) 947-3544 (608) 221-4247	24 hours/7 days a week
Commercial Eligibility Software and Forward Card Magnetic Stripe Readers	Recipient Eligibility*	Call Provider Services for a list of software and card reader vendors.	24 hours/7 days a week
Provider Services (Correspondents)	Checkwrite Information Claim Status Prior Authorization Status Provider Certification Recipient Eligibility*	(800) 947-9627 (608) 221-9883	Policy/eligibility/billing: 8:30-4:30 (M, W-F) 9:30-4:30 (T) Pharmacy: 8:30-9:00 (M, W-F) 9:30-9:00 (T) 9:00-5:00 (Sat.)
Direct Information Access Line with Updates for Providers (Dial-Up)	Checkwrite Information Claim Status Prior Authorization Status Recipient Eligibility*	Call (608) 221-4746 if you would like more information.	7:00-6:00 (M-F)

*Recipient eligibility information includes:
- Lock-in status.
- Medicare coverage.
- Medicaid managed care program name and telephone number.
- Privately-purchased managed care or other commercial health insurance coverage.
- Limited benefit information.